



DEPARTMENT OF CONSUMER AFFAIRS
BUREAU OF AUTOMOTIVE REPAIR
EXECUTIVE OFFICE
10240 SYSTEMS PARKWAY, SACRAMENTO, CA 95827



THE BUREAU OF AUTOMOTIVE REPAIR IS AVAILABLE TO ASSIST CONSUMERS IN DEALING WITH AUTO REPAIR DEALERS IN RESOLVING DISPUTES.

THE BUREAU HAS AUTHORITY TO CARRY OUT ENFORCEMENT ACTIONS WHEN AUTO REPAIR DEALERS ARE IDENTIFIED AS FAILING TO MEET THE OBLIGATIONS OF CONSUMER SERVICE ESTABLISHED IN LAW. THE BUREAU REGULATES NEARLY 70,000 LICENSED OR REGISTRANT BUSINESSES AND TECHNICIANS.

THE BUREAU CARRIES OUT OVERSIGHT OF INSPECTION PROCESSES ASSOCIATED WITH THE SMOG CHECK PROGRAM.

THE BUREAU PROMOTES THE GOVERNOR'S BREATH EASIER CAMPAIGN TO EDUCATE THE PUBLIC OF THE BENEFITS OF REDUCING VEHICLE POLLUTION BY PROPER VEHICLE MAINTENANCE AND THE POSITIVE IMPACT ON THE HEALTH OF ALL CALIFORNIANS.

THE BUREAU EMPHASIZES THE IMPORTANCE OF CLEAR COMMUNICATION BETWEEN THE AUTO REPAIR DEALER AND THE CONSUMER. UNDERSTANDING THE COMPLEXITY OF AUTO REPAIR IS DIFFICULT. CONSUMERS MUST TAKE THE TIME TO IDENTIFY QUALITY AUTO REPAIR DEALERS AND BUILD CONFIDENCE IN THEM. CONSUMERS SHOULD ASK QUESTIONS AND MUST RECEIVE WRITTEN DESCRIPTION OF THE WORK TO BE DONE IN ADVANCE AND MUST PRE-APPROVE ALL SUBSEQUENT CHANGES. CONSUMERS HAVE RIGHTS.

THE BUREAU IMPLEMENTS PROGRAMS TO PROVIDE SUBSIDIES TO QUALIFIED CONSUMERS TO ASSIST THEM IN REPAIRING THEIR VEHICLE TO MEET STATE SMOG REQUIREMENTS. THE BUREAU WILL ALSO BUY VEHICLES THAT FAIL THEIR SMOG CHECK. CONTACT THE DEPARTMENT OF CONSUMER AFFAIRS WEBSITE OR BUREAU OF AUTO REPAIRS FOR DETAILS AT WWW.SMOGCHECK.CA.GOV